



DEVELOPMENT SERVICES SPECIALIST I/II

Purpose:

To actively support and uphold the City's stated mission and values. To perform a variety of duties involved in providing customer information and assistance related to the private development process, including planning, building, engineering, police and fire services; coordinate the issuance of various required private development permits such as building construction and signage; update and maintain records using the City's automated permitting system, Permits Plus, and computerized geographic information system (GIS).

Supervision Received and Exercised:

Development Services Specialist I

Receives general supervision from supervisory or management staff.

Development Services Specialist II

Receives general supervision from supervisory or management staff.

May exercise functional and technical supervision over less experienced staff.

Examples of Duties:

This class specification is intended to indicate the basic nature of positions allocated to the class and examples of typical duties that may be assigned. It does not imply that all positions within the class perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.

Duties may include, but are not limited to, the following:

Development Services Specialist I

- Act as initial point of contact to provide information to the general public and respond to customer inquiries, requests for service and complaints; answer telephone and walk-in requests for service and information regarding development and City policies and procedures; refer inquiries to appropriate departmental personnel as necessary.

Effective April 1997

Revised June 2001 (Addition of License requirement and additional duties)

Revised June 2006 (job duties)

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- Provide assistance, information, forms and permits to the public; receive and review applications, plans, and other construction documents to determine such submittals; advise applicants on requirements for complete submittals; participate in post submittal project review.
- Research records and provide customers with specialized site-specific property information such as approved building permits, finalized building plans, certificate of occupancies, contractor's affidavits, special inspections certificates, and zoning, site, and plot plans.
- Collect and process appropriate information for permitting; assess and collect fees, bonds and charges based on the nature of request for service; issue private development permits including building, mechanical, electrical, plumbing, water, sewer, paving, drainage, water, sewer, fire, and signage.
- Provide information concerning water and sewer locations, line sizes, type of construction, depth and benchmark elevations; research a variety of engineering and real estate records in answering inquiries including legal descriptions, civil plans, blueprints, as-built and various office files.
- Gather information for automated mapping; reproduce maps, plans and records for the public, other City departments and outside agencies using blueprints and copier.
- Administer citywide addressing policy and procedures.
- Assist the public in new utility services; authorize and issue orders for water and sewer services.
- Input, retrieve and update data and text information relating to private development permits, inspections, violations, and building and construction activity into various customized data bases.
- Prepare a variety of statistical and narrative reports; i.e. plan check, permit, inspection complaints, etc.
- Review and process private development permit applications for accuracy, completeness and compliance within established procedures; receive, balance and deposit payments; maintain financial and accounting records.
- Contact contractors, engineers and architects regarding permit processing status.
- Operate specialized computer workstations to provide technical GIS engineering and land use information to the public, other City departments, and

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outside agencies, including architects, engineers, developers, designers, and utility companies.

- Operate a variety of office equipment including a computer and related office automation equipment; receive and issue permits via FAX services.
- Review work for continuous process improvements; recommend and assist in the implementation of workgroup goals, as well as policies and procedures; apply good customer service principles and make recommendations for increased efficiency in a team environment; recommend sound business practices to resolve problems.
- Assist in monitoring the function of the inspection module of the Interactive Voice Recognition (IVR) system; recommend and assist with the implementation of changes to the inspection module of the IVR system.
- Maintain a daily log of inspection requests; file inspection results and comments manually and in the IVR system; reschedule requests as required; generate reports and provide general support for the inspection module of the IVR system.
- Receive phone calls, answer questions, and provide information for builders, contractors, and building owners regarding inspection requests and results.
- Provide coordination support with building, on-site engineering, fire, and planning inspectors to maintain project continuity.
- Maintain inspection and issued permits files; run reports and review files for inactive, revoked, or expired permits and code violations; assist in initiating action against expired permits or to correct code violations.
- Perform related duties as assigned.

Development Services Specialist II

In addition to the duties of the Development Services Specialist I:

- Review simple plot plans and building, electrical, plumbing, and mechanical plans for completeness and code compliance. Approve permit issuance for residential patio covers, swimming pools, temporary construction electrical services, fire damaged buildings, and other permits as assigned.
- Review project submittals for single family residential dwellings to determine their completeness and compliance to zoning ordinance requirements.

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Revised June 2001 (Addition of License requirement and additional duties)

Revised June 2006 (job duties)

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- Review plot plans, and issue zoning permits for the installation of trailers and mobile homes.
- Assign suite numbers to multi-tenant buildings in accordance with the citywide addressing policy and procedures.
- Respond to and resolve difficult and sensitive citizen inquiries and complaints; answer customer complaints pertaining to ordinances, code violations or policy.
- Assist in the interpretation, application, and maintenance of the policies and procedures for the Development Services Center.
- Conduct in-house training for all staff on automation enhancements.
- Perform related duties as assigned.

Experience and Training Guidelines:

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. The hiring department may include job related experience, training or license and certification preferences at the time of recruitment. A typical way to obtain the knowledge and abilities would be:

Experience:

Development Services Specialist I

Two years of technical and/or customer support experience, preferably in the private development or municipal permitting process, including utilization of a geographic information database, in a development, architectural, building, engineering, or planning environment, including considerable public contact.

Development Services Specialist II

Three years of technical and/or customer support experience, preferable in the private development or municipal permitting process, including utilization of a geographic information database, in a development, architectural, building, engineering, or planning environment, including considerable public contact.

Training:

Development Services Specialist I

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Equivalent to completion of the twelfth grade, supplemented by specialized training or course work in planning, architecture, engineering, real estate or related field. Construction related experience is highly desirable.

Development Services Specialist II

Equivalent to completion of the twelfth grade, supplemented by specialized training or course work in planning, architecture, engineering, real estate or related field. Construction related experience is highly desirable.

Licenses/Certifications:

Development Services Specialist I

Possession of, or ability to obtain within 12 months of hire, ICBO/ICC or equivalent certification as a Permit Technician.

Development Services Specialist II

Possession of ICBO/ICC or equivalent certification as a Permit Technician.

This position is included in the City's classified service, pursuant to City of Tempe Personnel Rules and Regulations, Rule 1, Section 103.

Job Code: 1490 / 1491

FLSA: Non-Exempt